

Customer Satisfaction Program

N172130461 (18216) Loss of Propulsion Due to Low Cell Voltage



Release Date: December 2019

Revision: 00

Attention: All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

This program is in effect until December 31, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Volt	2011	2011		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2011 model year Chevrolet Volt vehicles equipped with a high voltage battery, may have a condition where it could gradually lose the ability to maintain voltage. If battery concerns are not addressed, over time the vehicle could enter a reduced propulsion mode while driving, or lose propulsion, or it may not start.
Correction	Dealers are to update the Hybrid Powertrain Control Module 2 (HPCM2). This software update is intended to increase the amount of warning time provided.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104796*	Verified Module Software or Calibration Level: Module Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9104797*	Hybrid Powertrain Control Module 2 Programming and Setup with SPS	0.4	ZFAT	N/A

* To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Service Procedure

Note: Avoid reprogramming the HPCM2 if the state of charge is in the 28% - 62% range. If the state of charge is within this range, charge the vehicle to above 62% before proceeding. The new calibration needs to see a state of charge outside of this range for proper initial operation of the vehicle.

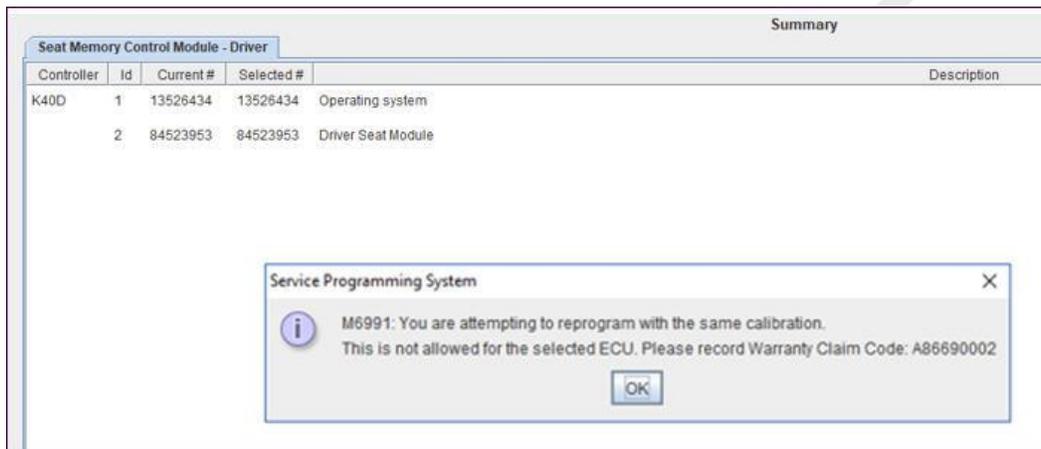
Note: Carefully read and follow the instructions below.

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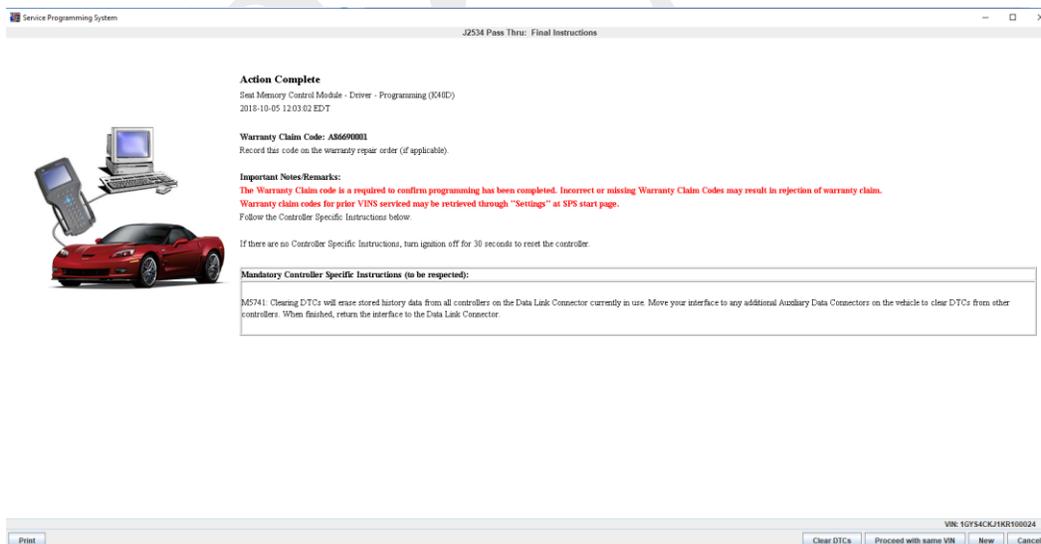
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



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Note: If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. The WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the hybrid powertrain control module 2. Refer to *Hybrid Powertrain Control Module 2 Programming and Setup* in SI.



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2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before

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customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through 12/31/2021. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through 12/31/2021, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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December 2019

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2011 model year Chevrolet Volt vehicle may have a condition where it could gradually lose the ability to maintain its battery voltage. Your vehicle is designed to provide a warning if the battery loses the ability to maintain voltage. This software update is intended to increase the amount of warning time provided to you before your vehicle enters a reduced propulsion mode while driving, loses propulsion, or might not start.

Your satisfaction with your Chevrolet Volt is very important to us, so we are announcing a program to provide additional in-vehicle information regarding battery status.

What We Will Do: Your GM dealer will update the Hybrid Powertrain Control Module 2 (HPCM2). This software update is intended to increase the amount of warning time provided. This service will be performed for you at **no charge until December 31, 2021**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your GM dealer as soon as possible to schedule an appointment for this software update.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to update your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Volt vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

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GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5250
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 5, 2019

Subject: N172130461 (18216) - Customer Satisfaction Program
Loss of Propulsion Due to Low Cell Voltage

Models: 2011 Chevrolet Volt

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N172130461 (18216) today. The total number of U.S. vehicles involved is approximately 4,369. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on December 20, 2019.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 5, 2019. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS